

Lifelong Learning Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

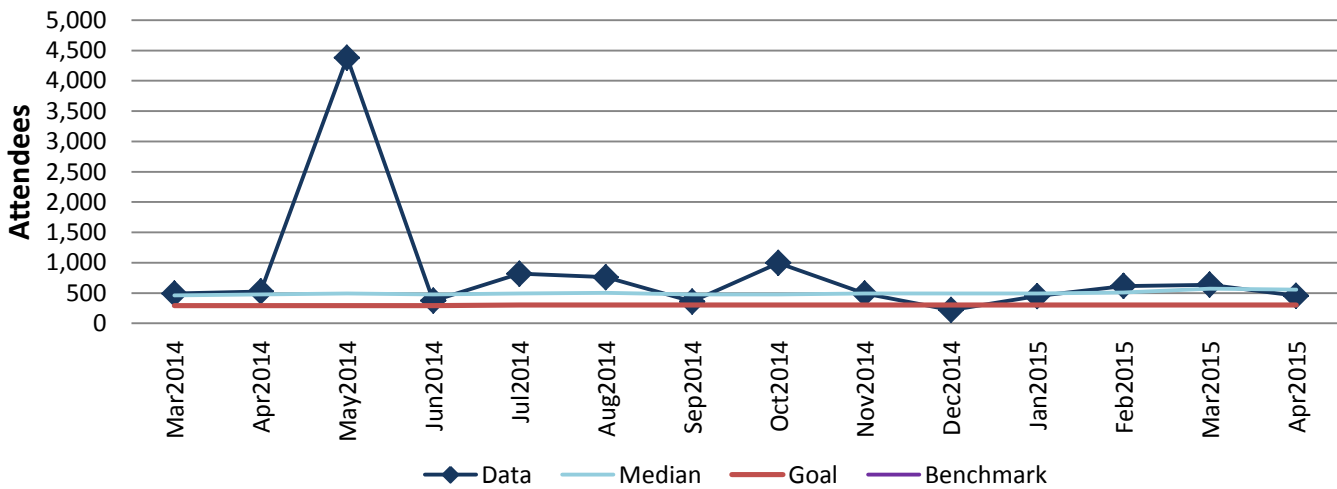
Process: Lifelong learning program attendance count

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY 14 monthly average = 784</p> <p>Goal: Attract 3,600 attendees to lifelong learning programs in FY 15.</p> <p>Benchmark: N/A</p>	<p>Data Source: LFPL Monthly Reports</p> <p>Goal Source: LFPL Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Monthly count of all attendees at lifelong learning programs</p> <p>Why Measure: To continually increase attendance at educational programs for adults.</p> <p>Next Improvement Step: Monitor Progress toward new goal.</p>

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
3,584	10,545		300	453	
Attendees	Attendees		Attendees	Attendees	

Lifelong Learning Program Attendance



Root cause analysis is not necessary because there is no gap between the annual goal and current performance.